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SARDAR PATEL UNIVERSITY
M.Sc (Home Science) Ist Sem Examination
Friday, 7th December, 2012
10.30 a.m. to 1.30 p.m.
PH01EFRM01/ PH01EGEN02
Consumer Information and Redressal

Date: 7.12.12

Max marks: 70

Note: Figure to the right indicates full marks.

- Q1.** Define in one or two line (any five) 06
- (i) Consumer
 - (ii) Unfair trade practices
 - (iii) Misbranding
 - (iv) Public interest litigations
 - (v) Consumerism
 - (vi) Ombudsman
- Q2.** Draw four quality marks used most popularly in India 04
- Q3.** Give the full form of the given abbreviations and enlist the two main objectives of these agencies. 8
- (i) CERC
 - (ii) CGSI
 - (iii) BIS
 - (iv) IOCU
- Q4.** Answer in brief (any three) 12
- (i) What are Quality marks? Discuss its relevance for consumers.
 - (ii) Discuss the functioning of consumer courts.
 - (iii) Elaborate on Do's and don'ts for better consumerism
 - (iv) Explain the "Consumer's right to be heard" with suitable example.
- Q5.** Write short notes on any four 16
- (i) Important tips for ensuring effective redressal
 - (ii) Problem of Incorrect weights and measures
 - (iii) Sources of providing consumer information
 - (iv) Third party assistance to consumers.
 - (v) Future of consumerism in India
- Q6.** Answer any three in detail 24
- (i) Discuss the philosophy, objectives of consumer movement in developing countries.
 - (ii) Describe the consumer protection act in detail and the procedure for filing the complaint appeal
 - (iii) Explain the legal problems in buying for goods and services.
 - (iv) Describe the role of voluntary consumer organizations in protecting the consumer.

xxxxx All the Best xxxxxxxx